

SW-02361A-05-0657



0000054944

ORIGINAL
ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53064

Date: 6/19/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Dana

Craig

Account Name: Dana Craig

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Black Mountain Sewer Corporation

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From: [REDACTED]

Sent: Monday, June 19, 2006 4:30 AM

To: Utilities Div - Mailbox

Subject: DOCKET # SW-02361A-05-0657

re: Black Mountain Sewer Co. Request for a rate raise.

I am contacting you to state my opposition to this rate increase. There has been no cooperation with regard to the odor problem in Carefree and they have not earned the right to request it.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

June 19, 2006

Dear Mr. Craig,

My name is Carmen Madrid and I am a Public Utility Consumer Analyst with the Arizona Corporation Commission.

Your e-mail regarding the Black Mountain Sewer Company application for a rate increase has been received. Your opinion will be filed in docket no. SW-02361A-05-0657 and made a part of the official docket. The Commissioners and staff members in this matter will all receive a copy of your opinion.

If you should have any questions you may contact Consumer Services at 602-542-4251.

ARIZONA CORPORATION COMMISSION
DOCUMENT CONTROL

2006 JUN 20 11:00

RECEIVED

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Sincerely,
Carmen Madrid
Public Utility Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

Phoenix, Az 85007
End of Comments

Date Completed: 6/19/2006

Opinion No. 2006 - 53064

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 53063Date: 6/19/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: **William****Bergman**Account Name: William BergmanHome: (000) 000-0000Street: n/aWork: (000) 000-0000City: n/aCBR: [REDACTED]State: AZ Zip: 00000is: E-MailUtility Company. **Black Mountain Sewer Corporation**Division: sewerContact Name: N/AContact Phone: N/ANature of Complaint:

-----Original Message-----

From: [REDACTED]

Sent: Monday, June 19, 2006 9:24 AM

To: Utilities Div - Mailbox

Cc: [REDACTED]

Subject: docket # SW-02361A-05-0657 RE:Black Mountain Co.Request for rate increase

Dear Members of the Commission,

My wife and I have had a house in the Boulders North Community since 1987.

For years, the processing plant located within the Boulders caused no major problems. After it was sold to the Black Mountain Sewer Co. and the through-put was greatly increased, the problems with odor began and became much more frequent and of greater intensity.

While many promises were made, and at times there seemed to be some improvement, the recent months have seen the situation worsen significantly. The odors are obnoxious and, I believe, a real quality of life negative and perhaps a health hazzard.

I have no technical knowledge in this area, but from what I have learned over the last few years in talking to many of the sewer company people I strongly believe that the system is antiquated, was never designed for the through-put being processed today and needs major work or replacement.

With this being the situation I feel that any rate increase at this time is inappropriate.

Sincerely,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

William I. Bergman

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

June 19, 2006

Dear Mr. Bergman,

My name is Carmen Madrid and I am a Public Utility Consumer Analyst with the Arizona Corporation Commission.

Your e-mail regarding the Black Mountain Sewer Company application for a rate increase has been received. Your opinion will be filed in docket no. SW-02361A-05-0657 and made a part of the official docket. The Commissioners and staff members in this matter will all receive a copy of your opinion.

If you should have any questions you may contact Consumer Services at 602-542-4251.

Sincerely,

Carmen Madrid

Public Utility Consumer Analyst

Arizona Corporation Commission

Utilities Division

[REDACTED]

Phoenix, AZ 85007

End of Comments

Date Completed: 6/19/2006

Opinion No. 2006 - 53063

SW-02361A-05-0657

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53067

Date: 6/19/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Virginia

Pringle

Account Name:

Virginia Pringle

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company:

Black Mountain Sewer Corporation

Division:

sewer

Contact Name:

n/a

Contact Phone: n/a

Nature of Complaint:

From: GiniPringle [REDACTED]

Sent: Friday, June 16, 2006 6:01 PM

To: Utilities Div - Mailbox

Subject: Docket # SW-02361A-05-0657: Request from Black Mountain Sewer Company for a 13.5

Dear Members of the Commission,
Consumer Services Division
Arizona Corporation Commission - Utilities Division
1200 West Washington Street
Phoenix, AZ 85007

6-16-06

Subject: Docket # SW-02361A-05-0657: Request from Black Mountain Sewer Company for a 13.52% Rate Increase in Carefree

Dear members of the Commission:

I am writing to oppose the Black Mountain Sewer Company's request for your approval to increase sewer rates 13.52% to Carefree and Scottsdale homeowners who use their system.

I live in the Boulders in north Scottsdale. I have personally experienced a noxious smell in my bathroom in the mornings when I go to brush my teeth. This is a difficult way to start the day. It is a sewer gas smell coming from the sink drains. I have consulted a plumber and used various chemicals to try to rid my house of the odor. It is always there. I have traveled in many "third world" countries and never faced such a severe problem as we have here.

Before you approve any rate increase for Black Mountain Sewer Company I respectfully request that you require that they first address and solve the operating problems identified above.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Virginia Pringle
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

June 19, 2006

Dear Ms. Pringle;

My name is Carmen Madrid and I am a Public Utility Consumer Analyst with the Arizona Corporation Commission.

Your e-mail regarding the Black Mountain Sewer Company application for a rate increase has been received. Your opinion will be filed in docket no. SW-02361A-05-0657 and made a part of the official docket. The Commissioners and staff members in this matter will all receive a copy of your opinion.

If you should have any questions you may contact Consumer Services at 602-542-4251.

Sincerely,
Carmen Madrid
Public Utility Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

Phoenix, AZ 85007
End of Comments

Date Completed: 6/19/2006

Opinion No. 2006 - 53067

5W-02361A-05-0657

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2006 - 53082

Date: 6/19/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Virginia

Barnes

Account Name:

Virginia Barnes

Home: [REDACTED]

Street:

Work: (000) 000-0000

City:

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Black Mountain Sewer Corporation

Division:

sewer

Contact Name:

n/a

Contact Phone: n/a

Nature of Complaint:

Attn: Consumer Services

☐ Carmen Madrid

☒ Docket Control # 02361A-05-06S7

☐ I have lived in the Boulders for 24 years. The smell has been a topic for many years from my fellow residents. Nothing seems to happen. Why?

☐ Also they discontinued auto pay for my bill without notice and then charged me for non-pay or overdue!

☐ How can they raise rates for such performance?

☐ [REDACTED]

☐ [REDACTED] Virginia H. Barnes

☐ [REDACTED]

☐ [REDACTED]

☐ [REDACTED]

☐ [REDACTED]

☐ [REDACTED]

☐ [REDACTED]

☐ [REDACTED]

☐ [REDACTED]

☐ [REDACTED]

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☐ [REDACTED]

☐ [REDACTED]

☐ [REDACTED]

☐ [REDACTED]

☐ [REDACTED]

☐ [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/19/06 I called customer's telephone number and left a voicemail that her letter had been received and that it will be docketed in the original file. I also stated that her opinion will be distributed to Commissioners & staff members. I left my name and telephone number if she had any questions. Closed

End of Comments

Date Completed: 6/19/2006

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2006 - 53082
